

CMS DIVISION OF TELECOMMUNICATIONS CUSTOMER SURVEY

You can help us to improve our services by answering the following questions. Thank you for your time and cooperation.

Part I – Please rate the performance of the CMS Division of Telecommunications in the following areas.

A. Selection, quality and reliability of product service offerings *(if not applicable, write N/A next to the product or service)*

	Excellent	Good	Satisfactory	Poor	Unacceptable
Assistive devices	1	2	3	4	5
Audioconferencing service	1	2	3	4	5
Cellular equipment and service	1	2	3	4	5
Centrex service	1	2	3	4	5
Frame relay services	1	2	3	4	5
Internet services	1	2	3	4	5
Local business or plain old telephone service (POTS)	1	2	3	4	5
Long distance (toll) calling	1	2	3	4	5
Paging equipment and service	1	2	3	4	5
Radio equipment	1	2	3	4	5
Telephone equipment	1	2	3	4	5
Videoconferencing equipment and service	1	2	3	4	5
Voice mail (Springfield/Chicago)	1	2	3	4	5
AVMS (voice mail outside Springfield/Chicago)	1	2	3	4	5
Wireless mobile data (IWIN)	1	2	3	4	5



B. Responsiveness, professionalism and expertise of CMS staff (if not applicable, write N/A next to the product or service)

	Excellent	Good	Satisfactory	Poor	Unacceptable
Agency relations	1	2	3	4	5
Cellular service	1	2	3	4	5
Engineering	1	2	3	4	5
Network operations:					
Data provisioning	1	2	3	4	5
Internet	1	2	3	4	5
Network control center	1	2	3	4	5
Paging and radio services					
Paging	1	2	3	4	5
Radio	1	2	3	4	5
Videoconferencing	1	2	3	4	5
Voice and data provisioning					
Fiber and data cabling	1	2	3	4	5
Voice order processing	1	2	3	4	5
Voice maintenance	1	2	3	4	5
Voice project consultation					
Communication systems staff (CSS)	1	2	3	4	5
Voice mail	1	2	3	4	5
Voice repair	1	2	3	4	5



C. Response time to complete the following types of orders (*if not applicable, write N/A next to the product or service*)

	Excellent	Good	Satisfactory	Poor	Unacceptable
Credit card requests	1	2	3	4	5
Data cabling requests	1	2	3	4	5
Data service requests	1	2	3	4	5
Internet service requests	1	2	3	4	5
Moves, adds or changes to existing voice service	1	2	3	4	5
New cellular phone service	1	2	3	4	5
Non-routine voice TSRs (EKS/PBX, non-Centrex, ISDN)	1	2	3	4	5
Paging service requests	1	2	3	4	5
Routine voice TSRs (installations of less than 10 voice stations in Centrex locations)	1	2	3	4	5
Videoconferencing service requests	1	2	3	4	5
Wireless mobile data services (IWIN)	1	2	3	4	5

D. Repair time for the following types of orders:

	Excellent	Good	Satisfactory	Poor	Unacceptable
Cellular services	1	2	3	4	5
Data services	1	2	3	4	5
Videoconferencing	1	2	3	4	5
Voice mail services	1	2	3	4	5
Voice services	1	2	3	4	5
Wireless mobile data services (IWIN)	1	2	3	4	5



E. Availability of telecommunications services

	Excellent	Good	Satisfactory	Poor	Unacceptable
Cellular services	1	2	3	4	5
Data services	1	2	3	4	5
Voice services	1	2	3	4	5
Wireless mobile data services (IWIN)	1	2	3	4	5

Part II - Information

How would you rate the availability, quality and timeliness of information about our product and service offerings, rate changes and new technology offerings?

Excellent	Good	Satisfactory	Poor	Unacceptable
1	2	3	4	5

Part III - User Training

Please rate user training in the following areas.

	Excellent	Good	Satisfactory	Poor	Unacceptable
Billing manual	1	2	3	4	5
Cellular phones and features	1	2	3	4	5
Centrex	1	2	3	4	5
P-phones	1	2	3	4	5
Telephone equipment	1	2	3	4	5
Videoconferencing	1	2	3	4	5
Voice mail	1	2	3	4	5

Part IV - Procurement Process

How would you rate the overall effectiveness of the Division of Telecommunications procurement process (e.g. establishment of contracts for new services, procurement of goods and services, etc.)?

Excellent	Good	Satisfactory	Poor	Unacceptable
1	2	3	4	5



Part V - Customer Billing

For the following areas, indicate how well you feel the Division of Telecommunications is performing.

	Excellent	Good	Satisfactory	Poor	Unacceptable
Timeliness in receiving your CMS telecommunications invoices	1	2	3	4	5
Clarity and ease of understanding the charges on your CMS telecommunications invoices	1	2	3	4	5
Accuracy of the information on your CMS telecommunications invoices	1	2	3	4	5
Level of assistance you receive from CMS billing and help desk staff regarding questions or problems with CMS telecommunications invoices	1	2	3	4	5

Part VI - Comments *(Attach additional pages if necessary.)*

A. Please provide us with any positive comments you have about the delivery of our services.

B. Please suggest how we could improve the delivery of our services.



C. Please suggest how we could improve our communications with you.

Part VII - General CMS Rating

Please answer the following questions about general CMS operations:

A. What do you see as the primary function, or purpose, of CMS?

B. We would appreciate any specific suggestions you may have for how CMS can better meet your expectations.

C. For each of the following CRITERIA, indicate how well you feel CMS is performing.

CRITERIA:	Excellent	Good	Satisfactory	Poor	Unacceptable
Cost/rates	1	2	3	4	5
Responsiveness to your needs	1	2	3	4	5
Timeliness	1	2	3	4	5
Quality/accuracy	1	2	3	4	5
Courtesy and attitude	1	2	3	4	5
Clear and concise information	1	2	3	4	5
Staff ability to answer your questions	1	2	3	4	5



D. What do you think are the most critical issues facing CMS in the next five years?

If you would like someone from the CMS Division of Telecommunications to contact you about this survey, please provide your name, agency, and phone number:

Name: _____

Agency: _____

Telephone Number: _____

Thank you for your assistance. Please return this survey by January 2, 2001 with the address on the outside. Please staple or tape where marked.

**Illinois Department of Central Management Services
Office of Strategic Planning
c/o Lisa Fendrich
704 Stratton Office Building
401 South Spring Street
Springfield, IL 62706**

Staple or tape here ☐

INTER-OFFICE MAIL